

Southern Bell Tel. & Tel. Co.
Pay Per Call Billing - ITA
July 31, 1995
Item No. 4

REQUEST: Please credit or rebate Ms. Scuderi's account for the disputed charges or explain why not.

RESPONSE: A credit was issued on July 5, 1995, for the disputed charges and should appear on the August 23 bill.

Southern Bell Tel. & Tel. Co.
Pay Per Call Billing - ITA
July 31, 1995
Item No. 5

REQUEST: The enclosed generic pay per call addendum was provided in response to item 3(a) of Staff's first set of interrogatories in docket 941000-TI. In its response Southern Bell stated a clearinghouse or IXC must sign such an agreement in order to bill pay per call charges through Southern Bell.

- (a) Has ITA signed such an agreement?
- (b) If so, please explain whether ITA is in compliance with the agreement. The Commission staff has received numerous complaints from customers who have disputed ITA charges appearing on their Southern Bell bill. Based upon these complaints, it appears that Southern Bell would have ample evidence to terminate its billing and collection contract with ITA under the agreement.

RESPONSE: (a) Yes.

- (b) Based on the types and number of end user complaints, it appears that ITA may not be in compliance with certain sections of the pay per call addendum. SBT is currently trying to determine whether ITA is in compliance.

Southern Bell Tel. & Tel. Co.
Pay Per Call Billing - ITA
July 31, 1995
Item No. 6

- REQUEST:**
- (a) Based on the review of this matter, please state whether, in this instance, ITA has complied with all applicable tariff and/or contract requirements related to the bill in question.
 - (b) If complaints of bogus billing by ITA are expected to continue, does SBT believe it is compelled to bill for ITA?
 - (c) If so, please cite applicable laws and/or requirements.

- RESPONSE:**
- (a) If the allegation is accurate it would appear that ITA may have failed to comply with sections 3B, 6B, 6C, and 6D of the pay per call addendum.
 - (b) As indicated in the response to 5(b), SBT is investigating complaints concerning ITA but has not arrived at a conclusion. If ITA is violating the contract, SBT would have the right to terminate the agreement with 30 days notice if the problems are not cured.
 - (c) See response to 6(b).

Southern Bell Tel. & Tel. Co.
Pay Per Call Billing - ITA
July 31, 1995
Item No. 7

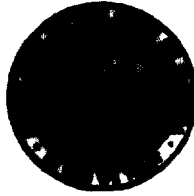
REQUEST: Please provide any other information pertinent to this inquiry.

RESPONSE: After having received evidence, if the Commission is convinced that an IXC has transmitted charges for billing that are purposely not marked as pay per call but are clearly pay per call charges, the Commission should take action against the perpetrator including fines and canceling certification. This would place the punishment squarely upon the offenders, where it belongs.

State of Florida

Commissioners:

**SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA**



**DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 488-1280**

Public Service Commission

March 22, 1995

for ed 4-18-95

**GTE Florida, Incorporated
ATTN: Ms. Beverly Y. Menard
c/o Mr. Richard Fletcher
106 East College Avenue, Suite 1440
Tallahassee, FL 32301-7704**

Re: Customer complaints of Trinity Holdings Ltd. and Edward J. Wechter

Dear Ms. Menard:

Please refer to the enclosed customer complaints and GTE bills. Staff has no record of certification for either Long Distance Billing Company or Pilgrim Telephone. In the case of Trinity Holdings, Ltd., a payphone provider, the complaint is that the charges were billed as regulated interstate direct dial long distance, however, the customer subscribes to blocking and screening. In the case of Mr. Wechter, the call was billed as a regulated interstate calling card call and the customer has denied all knowledge of the call.

Why does GTE continue to provide billing services for Long Distance Billing Company and Pilgrim Telephone when it is apparent that both companies are submitting pay per call charges masked as toll for billing to GTE customers? Furthermore, explain exactly what terms are contained in the applicable tariffs or contractual agreements between GTE and these companies that would result in the termination of billing arrangements in accordance with Rule 25-4.110(10)(b)(8), Florida Administrative Code. Has either company violated these terms in this case or in the past, according to GTE records? How does GTE keep complaint records on such companies?

-A20-

GTE Florida
March 22, 1995

Please issue credits for these and any other customers similarly billed and file a response by April 6, 1995, explaining what action has been taken.

Sincerely,



Kathryn Dyal Lewis
Economist
Bureau of Service Evaluation

Enclosure

cc: Ruth McHargue, CAF (58836I)
Paula Isler, CAF (58854I)
Barbara Bailey, CMU (CA-29, CA-30)
Moncia Barone, LEG (Dkt 941000-TP)

96628L

11/13/95

David & Rhonda Coblentz
2773 17th St.
Sarasota, FL 34234-7831
941-952-0191

Florida Public Service Commission
Consumer Affairs
2540 Shumard Oak Blvd.
Tallahassee FL 32399-0850

NOV 22 1995

Starting on our 8/13/95 bill from GTE, charges by the following companies have shown up on our account; Ita, Integretal Inc, TBS, Inc. We have questions regarding this billing and on repeated occasions have tried to reach these companies to clear up this matter and to also have blocks put on these numbers. I have been unsuccessful in reaching them and wonder if there is anyone available for customer service or if it is just a number they give out. The phone rings and rings or you are put on hold by an automated operator for at least 5 mins. and then disconnected. Integretal has a recording telling you to call back after 530pm Eastern time and when I do you hear the same recording. Having been unsuccessful in getting through to block these calls the bills keep mounting.

A 22

This is unnecessary stress that I have been burden with, I recently had a baby, and have been fighting to keep our phone service connected.

We have paid over \$300.00 on these excessive charges and as you can see by the attached bills we still have an outstanding bill over \$300.00.

As you can also see on the bills there are calls that are overlapping. Therefore making it impossible for those calls to be legitimate.

We do have a cordless phone, a GTE representative mentioned that if you have a cordless phone sometimes you can be billed by mistake for calls that are not being made by your number. I also realize being a Florida resident that we are entitled to a one time adjustment off our bill, for these redirected calls.

I have put forth every effort known to me as to how to prevent this from happening. We have 900 blocks as well as International block through MCI our long distance carrier.

Please file this as a formal complaint on our behalf.

Sincerely,
David & Rhonda Coblentz



PAGE

TELEPHONE NUMBER

941 952-0191

8 OF

11

BILL DATE

OCT 13 1995

LONG DISTANCE CALLS

BILLING FOR TBS, INC.

TBS, INC. REGULATED SERVICE

BILLING FOR CROWN COMMUNICATIONS

REGULATED CALLS

DIRECT DIALED CALLS

-00005901- BILLING FOR TBS, INC.

DATECALLTOHRMINPA TELNO MIN PL FROM

0918TOROON02544162974444 10 49.90

TOTAL 49.90

BILLING FOR CROWN II

REGULATED CALLS

DIRECT DIALED CALLS

-00006701- BILLING FOR TBS, INC.

DATECALLTOHRMINPA TELNO MIN PL FROM

0916TOROON03484162974444 6 39.92

0916TOROON03554162974444 8 39.92

0916TOROON04034162974444 4 19.96

0916TOROON04064162974444 14 69.86

0920TOROON03504162974444 6 29.94

TOTAL 199.60

LONG DISTANCE CALLS

BILLING FOR TBS, INC.

BILLING FOR GOLD PHONE

REGULATED CALLS

OPERATOR ASSISTED CALLS

-00006901- BILLING FOR TBS, INC.

DATECALLTOHRMINPA TELNO MIN PL FROM

0916SARAF120297023884030 7 LAS VEGANV 34.93

0917SARAF100137023884030 10 LAS VEGANV 49.90

TOTAL 84.83

TAXES AND FEES ON TBS, INC. REGULATED SERVICES

F 3.00% FEDERAL EXCISE TAX (3.00% OF \$334.33) 10.03

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PAGE

TELEPHONE NUMBER

941 952-0191

7 OF 11

BILL DATE

SEP 13 1995

LONG DISTANCE CALLS

BILLING FOR ITA

ITA REGULATED SERVICE

REGULATED CALLS

DIRECT DIALED CALLS

DATECALL	TOHRMINPA	TELNO	MIN	PL	FROM	
0805	TORO	23444167545198	8			32.26
0807	TORO	01384167545198	11			44.23
0807	TORO	01544167545198	20			80.14
0812	TORO	01094167545198	17			68.17
0821	TORO	20564167545198	3			11.97
0822	TORO	19184167545198	7			27.93
TOTAL						264.70

TAXES AND FEES ON ITA REGULATED SERVICES

F	3.00% FEDERAL EXCISE TAX (3.00% OF \$270.79)	8.12
R1	2.30% FLORIDA INTERSTATE GROSS RECEIPTS TAX (2.30% OF \$264.70)	6.09

TOTAL	14.21
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ITA REGULATED SERVICE CHARGES	278.91
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TOTAL LONG DISTANCE/ITA	278.91
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A25

**GTEFL'S RESPONSES TO DATA REQUEST OF MARCH 22, 1995
RE CUSTOMER COMPLAINTS OF TRINITY HOLDINGS, LTD,
AND EDWARD J. WECHTER**

1. Why does GTE continue to provide billing services for Long Distance Billing company (LDSC) and Pilgrim Telephone when it is apparent that both companies are submitting pay per call charges masked as toll for billing to GTE customers?

Response:

GTE sent a warning letter on March 3, 1995 to LDSC giving them 90 days to cure their violations of the billing and collection (B&C) agreement between GTE and LDSC. If LDSC does not cure these violations, GTE will take actions which may include termination of the PrimeLink (900/976) Service B&C agreement.

GTE is investigating whether Pilgrim Telephone is in violation of its billing and collection agreement with GTE.

2. Furthermore, explain exactly what terms are contained in the applicable tariffs or contractual agreements between GTE and these companies that would result in the termination of billing arrangements in accordance with Rule 25-4.110(10)(b)(8), Florida Administrative Code.

Response:

Contract Provisions:

Service Attachment 1 (PrimeLink sm Service) of the Bill Processing and Collection Services Agreement between GTE and these companies (Long Distance Billing Co. and Pilgrim Telephone) contains the following provisions which would allow GTE to terminate the agreements: (LBL = Long Distance Billing Company)

Section 2.4

"LBL agrees that messages to be billed by GTE shall not contain material that is unlawful or that reflect negatively upon GTE's name or that result in an unacceptable level of end-user complaint. Violation of this requirement may, at GTE's sole option, except as provided for in the Agreement, and upon thirty (30) calendar days prior written notice to LBL, result in the termination of all or some of the PrimeLink sm Service by GTE for LBL."

**GTE Florida's Response to Data Request
Dated March 22, 1995, Customer Complaints
of Trinty Holdings Ltd. and Edward J. Wechter
Page 2**

Section 2.1

"GTE shall not knowingly provide billing and collection or transport services for "dial-a-porn" or other information providers of dubious nature or apparently fraudulent product/service claims, unless legal or regulatory action has ruled otherwise. Because many pay per call services offer an informational or entertainment value, GTE will continue to provide transport, billing and collection for legitimate pay-per-call services. If GTE determines that it is providing PrimeLink™ Service for adult service GTE may terminate PrimeLink™ Service for such service with notice and without liability to LBL. Rejected messages will be recouped to LBL as unbillable or as an adjustment for their return to the information provider."

The same language is contained in the Agreement with Pilgrim Telephone.

Tariff Provisions:

GTE Florida's Facilities for Intrastate Access tariff, Section 8.1.2(2)(a-b) addresses the Discontinuance and Refusal of Ancillary Services as follows:

8.1.2(2)(a)

If the customer fails to comply with the provisions of this tariff, including any payments to be made by it on the dates or at the times herein specified, and fails within thirty (30) days after written notice via certified mail from the Telephone Company to an officer of the customer requesting payment for such noncompliance, the Telephone Company may discontinue the provision of the Ancillary Service. In case of such discontinuance, all applicable charges shall immediately become due.

8.1.2(2)(b)

If the customer repeatedly fails to comply with the provisions of this tariff in connection with the provision of Ancillary Services and fails to correct such course of action after notice as set forth in (a) preceding, the Telephone Company may refuse applications for additional Ancillary Services.

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**GTE Florida's Response to Data Request
Dated March 22, 1988, Customer Complaints
of Trinity Holdings Ltd. and Edward J. Wechter
Page 3**

3. Has either company violated these terms in this case or in the past, according to GTE records?

Response:

According to GTE's records, Long Distance Billing Company has violated the terms of the contract sufficiently to warrant termination of the B&C PrimeLink™ contract. GTE has chosen to allow the carrier the option to cure their violations within a certain time period. If the carrier does not correct their violations to GTE's satisfaction, GTE may terminate the Agreement. See the response to Question 1.

GTE is investigating whether Pilgrim Telephone is in violation of its billing and collection agreement with GTE.

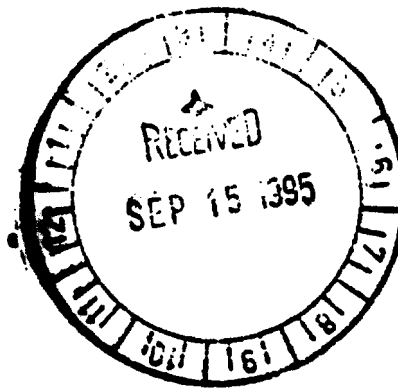
4. How does GTE keep complaint records on such companies?

Response:

Complaint records are kept within the GTE functional area receiving the complaint: customer contact service centers, regulatory offices, or executive offices. Typically, the office/center receiving the complaint coordinates resolution and tracking of the complaints.



P. J. Merkle
Manager - Regulatory



Box 165000
Mail Code 5326
Altamonte Springs, Florida 32716-5000
Telephone: 407-889-6403
Fax: 407-884-7020

September 14, 1995

Ms. Kathryn Dyal Lewis, Regulatory Analyst
Bureau of Service Evaluation
Florida Public Service Commission
2540 Shumard Boulevard
Tallahassee, Fl 32399-0850

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION
SEP 15 1995
TALLAHASSEE

Dear Ms. Lewis:

This letter is in response to your August 31, 1995 inquiry regarding Complaint of Mr. Bill Hollimon.

Provided below are the answers to questions raised in your letter. I have repeated the questions for the sake of clarity.

1. Note the number called is identified only as 000-000-0000. Why did Sprint United/Centel bill this call as a regulated charge?

Sprint United/Centel Response: Toll tapes received from the IXCs for customer billing are edited only to ensure they are in industry standard EMR format. The Carrier who records and rates the calls has the responsibility of correctly coding and formatting the calls for end user billing. The call in question was coded as a conference call, interstate, IC originated, rated and to be casual billed. Those codes determine the placing of the call on the end user bill as submitted.

2. Has Sprint United/Centel billed other customers for calls to 000-000-0000 as regulated charges?

Sprint United/Centel Response: Yes. All Conference calls appear with the place called shown as "conference" and the number called shown as "000-000-0000". Based on the coding of the call by the IXC submitting the call for billing, it would appear as regulated toll. Conference calls have always been regulated toll.

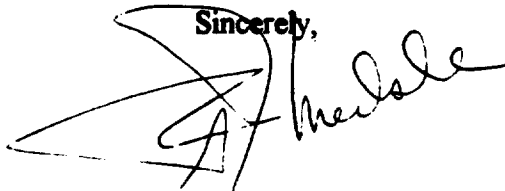
- A29 -

3. If the answer to question 2 is yes, please explain how your company determined that such calls were regular toll calls since no terminating number was identified.

Sprint United/Centel Response: As stated in the previous responses, the call is coded by the IXC who recorded and rated the call. The coding provided by that billing record determines the handling of the call for end user billing. Sprint United/Centel has no way to verify or challenge the veracity of the coding provided in the billing record.

During the company investigation of this matter, it was discovered that Sprint United/Centel provides inquiry service for Integretel. The service representative who originally received the call should have managed the complaint and removed the call from Mr. Hollimon's bill. We are sorry for the inconvenience suffered by Mr. Hollimon for this error by our company. We will see that the call is removed from his bill. The matter of which IXCs for which we provide inquiry is being reviewed with all the representatives in that office.

If you have any questions, please call me directly at 407-889-6403.

Sincerely,

P. J. Merkle

To: Charles Behwinkel
From: Bill Hollimon

800 736-7500

← INTEGRETEL, INC.

PAGE 5
984-386-2899 (530)
AUGUST 19, 1995

SUMMARY OF CURRENT CHARGES

LONG DISTANCE CALLS
TAXES

SEE DETAIL
SEE DETAIL

42.42
2.40

TOTAL CURRENT CHARGES **44.82**

LONG DISTANCE CHARGES

REF	DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	MIN	AMOUNT
BILLED ON BEHALF OF ABSOLUTE TELECOM.									
1	JUL 96	04:55:45AM	CONFERENCE	800-800-8000			ANK	2	42.42
SUBTOTAL									42.42
TOTAL LONG DISTANCE CHARGES									42.42

Rate Codes for Interstate and Intrastate Long Distance Calls

Customer Dial Rate		Service Charge/Custom Feature	
A = Automatic Number Identification (ANI)	D = Day	N = Standard	C = Calling Card
E = Evening	T = Discount	P = Person	X = Conference
M = Multiple Rate Period	N = Night/Weekend	Y = Economy	S = Station

C = When this symbol appears in the left margin, it indicates credit has been applied and the toll call is being billed at the reduced rate.

R = When this symbol appears in the left margin, it indicates a toll call has been billed to your account after being investigated by a toll investigation group.

DETAIL OF TAXES

FEDERAL TAX
GROSS RECEIPTS TAX-INTEGRETEL
TOTAL TAX

1.31
1.09
2.40



**Southern Bell®
Small Business Services**

A BELLSOUTH Company

P.O. Box 5731
Fort Lauderdale, FL 33310-5731

July 7, 1995

**Mr. Lawrence H. Sunshine,
President
Brentwood Maintenance Assoc., Inc.
% Custom Property Management
2328 S. Congress Avenue
Suite 2-A
West Palm Beach, FL 33406**

This letter is in reply to your inquiry of May 4th with regard to unauthorized telephone charges.

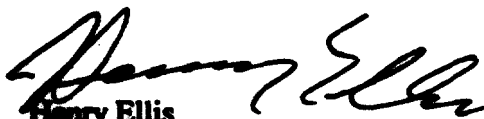
Southern Bell has no way to prevent calls made to 800 numbers from being converted to chargeable calls after the 800 number is reached. These conversions are made by the service provider, not by Southern Bell.

Southern Bell has agreements with many pay-per call providers to handle their billing on their behalf. While we cannot prevent these companies from sending through incorrect charges which would appear on your bill, we cannot interrupt anyone's telephone service for failure to pay charges for such calls.

With regard to Southern Bell taking action to collect charges billed under the circumstances you described, I cannot tell you we will not do something we have a legal right to do. However, our normal procedure is to refer such charges back to the service provider for them to handle as they see fit.

I hope that this clarifies the issues raised in your letter. Feel free to call me at 780-2800, extension 1747, if you have further questions.

Sincerely,


**Henry Ellis
Service Representative**

cc: Paul Kaufman

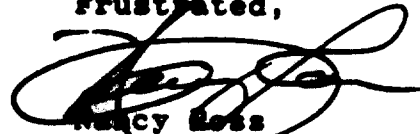
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February 28, 1995

To Whom it May Concern,

Enclosed you will find copies of my phone bills from January and February of this year with items circled. When I got these bills, I called the number on the page to find out who called British Columbia as we knew no one there. I was told that these numbers were actually 800 numbers which were then somehow routed to the a company in B.C. that provides adult entertainment phone calls. Now no one in my family has fessed up to having made these calls, no I do I expect them to at this point. I am told that this company has a verification system similar to the 911 system and assured me the calls were placed from my number. This leads me to believe that either my 15 or 13 year old son or one of their friends placed these calls. In either case this upsets me greatly. When I first heard that adult phone calls could be made a few years back, I immediately had 900 calls blocked from my phone. When I asked about having further adult calls blocked from my phone now, I was told that the particular company I called would do this, but that there were tons of companies like theirs and they could only block their number. I use 800 numbers myself for any number of services, so I really don't want to have all 800 numbers blocked even if I could. However, I find it unfair that these companies are allowed to use the 800 number system. I choose not to have cable TV so that my children cannot be exposed to certain distasteful material, yet I am not able to do this with the phone. I believe it is a parental prerogative and responsibility to censor certain television programs as well as pornography, yet where the telephone is concerned, I am no longer able to do this. I find this outrageous. Fortunately, my phone bills were not run up too much, but of course, this can be another problem. We have had a family meeting about this issue and I do not believe it will happen again, but one never knows for sure. I would like to have control over what my teenagers are exposed to. Until you do something about this, companies like this can target their filth to anyone, any age. There simply "ought to be a law!"

Frustrated,



Nancy Moss
P.O. Box 172
Lutz, FL 33549
(813)949 7296



PAGE

813 539-1069

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BILL

OCT 13 1995

0904CAMBMA14306172251827	1	8135310539	2.99
0904CAMBMA14316172251827	2	8135310539	5.98
0904CAMBMA14336172251827	2	8135310539	5.98
0904CAMBMA14356172251827	2	8135310539	5.98
0904CAMBMA14366172251827	2	8135310539	5.98
0904CAMBMA14386172251827	2	8135310539	5.98
0905CAMBMA18276172251827	2	8135310539	5.98
0905CAMBMA18296172251827	2	8135310539	5.98
0905CAMBMA18306172251827	2	8135310539	5.98
0905CAMBMA18326172251827	2	8135310539	5.98
0907CAMBMA18026172251827	1	8135310539	2.99
0907CAMBMA18036172251827	2	8135310539	5.98
0907CAMBMA18056172251827	2	8135310539	5.98
0907CAMBMA18076172251827	2	8135310539	5.98
0907CAMBMA18086172251827	1	8135310539	2.99
0924CAMBMA12296172251827	2	8135310539	5.98
0924CAMBMA12326172251827	2	8135310539	5.98
0924CAMBMA12346172251827	1	8135310539	2.99
0924CAMBMA12356172251827	2	8135310539	5.98
0924CAMBMA12536172251827	2	8135310539	5.98
0924CAMBMA12556172251827	1	8135310539	2.99
0924CAMBMA13046172251827	2	8135310539	5.98
0924CAMBMA14396172251827	2	8135310539	5.98
TOTAL			233.22

OPERATOR ASSISTED CALLS

DATECALL	TOHRMINPA	TELNO	MIN	PL	FROM	
0904CLEAFL13486178644939	1				CAMBRIDGMA	1.00
0904CLEAFL14286178644939	1				CAMBRIDGMA	1.00
TOTAL						2.00

TAXES AND FEES ON PILGRIM TELEPHONE REGULATES SERVICES

F	3.00% FEDERAL EXCISE TAX (3.00% OF \$235.22)	7.06
TOTAL		7.06
PILGRIM TELEPHONE REGULATED SERVICE CHARGES		242.28

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PAGE
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TELEPHONE NUMBER

813 539-1069

OCT 13 1995

TOTAL 71.64

LONG DISTANCE CALLS

BILLING FOR INTEGRTEL

BILLING FOR WKP COMM.

REGULATED CALLS

CALLS BILLED TO 539-1069 (813)

DIRECT DIALED CALLS

DATECALLTOHRMINPA TELNO MIN PL FROM

0929PHIL 13286398887753 4 15.92

0929PHIL 13326398887753 2 7.96

0929PHIL 13356398887753 4 15.92

TOTAL 39.80

BILLING FOR VOICEMAIL, INC.

NON-REGULATED CALLS

VOICEMAIL, INC. BILLING ADJUSTMENTS

0926 MISCELLANEOUS CHARGE OR CREDIT 50.85-

TOTAL BILLING ADJUSTMENT(S) OF \$ 50.85 APPLIED TO PREVIOUS CHARGE S.

BILLING FOR VOICEMAIL, INC.

TAXES AND FEES ON INTEGRTEL, INC. REGULATED SERVICES

F 3.00% FEDERAL EXCISE TAX (3.00% OF \$156.42) 4.69

R1 2.30% FLORIDA INTERSTATE GROSS RECEIPTS TAX (2
.30% OF \$111.44) 2.56

TOTAL 7.25

INTEGRTEL, INC. REGULATED SERVICE CHARGES 161.11

TOTAL LONG DISTANCE/INTEGRTEL, INC. 161.11

A35

Monday, February 27, 1995

Dear GTE,

I received my bill on number 688-0326. On the bill was a charge for \$12.55. That charge was to a phone in England. It was placed through 2 phone services besides GTE and AT&T. When I called the billing number, it was explained that this was a 900 number call disguised as an 800 number. I did not make the call. I believe one of my minor children did. They are not allowed to make long distance calls without permission although free calls to 800 numbers are allowed. I have BLOCKED access to 900 and 976 numbers. I did this knowing that children are curious and would make calls that I would not approve of. The Florida Public Service Commission allows me to safeguard my telephone from phone calls like this.

The billing company is named Integretel. If the name is a combination of 'integrity' and telephone, it is a contrived lie. There is no integrity in the company. When I called, they would not tell me what sort of service is on the other end of the call. This is a lie intended to protect them from irate parents like me. I have taken great steps to protect my children from much of the filth in this world. Integretel has provided a back door to heaven knows what.

The provider of the service is a company called E-Tel. I do not know what service they provide. I do know they are unwilling to be open about it. They hide behind Integretel and GTE. They attempt to poison my children and then expect me to pay for it. I will never pay for criminal activity willingly.

These companies have found a new scam. This is criminal activity. The worst part is that GTE is the collection agent, the PSC approves, the FCC approves and people like me are forced to track down the criminals to tell them to keep out of my house.

I am sending this letter to everyone who has some influence and control in this matter. GTE does not have to bill for this kind of service. The PSC does not have to sanction it. The FCC regulates it and thereby approves. Take action. The action I will take is to never pay that bill. To submit to this sort of criminal activity is to approve it. I do not.

Yours,

Allen F. Downard

CC: E-tel, Integretel, PSC, Attorney's General Ohio and Florida, Sen.'s Mack and Graham, Congressman Canady

RECEIVED
MAR 17 1995

CONSUMER UNIT
HOLLYWOOD OFFICE

- A36 -

August 7, 1995

Attn: Kenya Thompson

Public Services Commission
1540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Re: ITA
INTEGRETEL
Charges on our telephone bills we didn't make
813-426-4103 (now 941 area code)
Michael Hayes - GTE Customer ID 770825
6165 Deming Ave.
North Port, Fl. 34287

Dear Sir,

On our February telephone bill there was a charge of \$52.60 which I did not understand (the bill was received in March). I called GTE to ask what this ITA IXC call plan was and they gave me a 1-800 number to call and talk to. I kept trying to call for days and it was always busy. Since March is a very busy time at work for me, I half forgot about it after a couple of weeks of trying to get thru. Then the March bill came the first week of April with another charge of \$50.59 and there were also charges from INTEGRETEL AND I was really upset.

I called GTE again and they said I had to talk with ITA and INTEGRETEL. I kept trying at all hours and finally got thru, and they both said they were for long distance calls made from my home. I said that was impossible because they were made late during the night and there was no one to make those calls. We have small children and I am the last one up at night and I certainly was not making them.

Both companies said they would make sure that we had blocks put on to stop further calls to our telephone but both said there were additional calls coming on the next telephone bill and both companies said they would remove them from our telephone bill. They have removed some, but not all of them. ✓

I have called both companies and GTE several times but still have \$484.86 between these two companies on our bill, per GTE. HELP!!!

I am writing to GTE, ITA, and INTEGRETEL to have them all removed. It has been months of fighting this battle.

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-A37-

I was told by an operator at GTE that people call a 1-800 number and then are transfered overseas to these companies and don't even know what is happening. I can't believe that this can happen. I don't know how these calls got on our telephone bills. We did have some wild neighbors next to us, and I don't know if somehow they were able to connect to our telephone and call these numbers or what happened. **HOW CAN THIS HAPPEN???** The GTE operator said we were lucky. Some parents of adolescents and teens have received bills for thousands of dollars. That is a real crime.

CAN'T YOU DO SOMETHING TO PROTECT THE PUBLIC ? ? ?

We are decent law abiding and working parents trying to raise a family. We had a problem before with some 700 numbers on our bill for a few dollars, and never knew how they got on, but we did have the same crew living next door at that time. We put a block on our phone and thought we solved it.

Why should we have to put a complete long distance block on our telephone to protect ourselves? It doesn't seem fair. ✓
I understand that there are a lot of people who have to do that to make sure they don't get these ridiculous bills and constant fighting with GTE and these oddball companies.

WHAT ARE PEOPLE TO DO ? ? ?

I am attaching copies of everything for you to see. Please look into these things. I am sure we are not the only people who are having this trouble.

Thank you for your looking into this matter.

Sincerely

Mrs Mary Jane Hayes

Mrs. Michael (Mary Jane) Hayes

P.S. Our little ones are 5 & 7 yrs old and don't ever use the telephone.



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TELEPHONE NUMBER

813 426-4103

Customer ID 770825

BILL DATE

April 25, 1995

For billing
questions call
1 800 866-8889

LONG DISTANCE CALLS (continued)

Billing for ITA



ITA Billing Adjustments

Date	Description	Amount
1 Mar 21	Miscellaneous Charge or Credit	CR \$ 44.54
2 Mar 21	Miscellaneous Charge or Credit	CR 46.56

Total billing adjustment(s) of \$ 91.10 applied to previous charges.

ITA Non-Regulated Service

Miscellaneous Charges and Credits

Date	Description	Amount
Mar 18	IXC Call Plan	\$ 42.42
Mar 18	IXC Call Plan	52.02
Mar 21	IXC Call Plan	48.18
Mar 21	IXC Call Plan	44.34
Mar 21	IXC Call Plan	42.42
Mar 21	IXC Call Plan	50.10
Total		\$ 279.48

Taxes and Fees on ITA Non-Regulated Services

	Amount
1 Federal excise tax (3.00% of \$279.48)	\$ 8.38
4 City utility tax (2.00% of \$279.48)	5.59
Total	\$ 13.97

ITA non-regulated service charges

\$ 293.45

Total long distance/ITA

\$ 293.45

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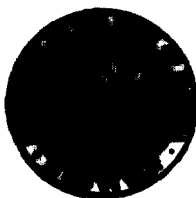
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Commissioners:

**SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA**



**DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 488-1280**

Public Service Commission

March 8, 1995

**Ms. Beverly Y. Menard
GTE Florida Incorporated
c/o Mr. Richard M. Fletcher
106 East College Avenue, Suite 1440
Tallahassee, Florida 32301-7704**

Re: Complaint of Cabana Inn (55862I)

Dear Ms. Menard:

Please review the enclosed complaint wherein the Cabana Inn alleges that their guests accessed these numbers after dialing an 800 number. The Cabana Inn has stated that its call accounting system shows that these calls were outbound to 800 numbers, not direct dialed as shown on the bill.

Has GTE has credited the Cabana Inn for the disputed pay per call charges? Also, has GTE contacted Integretel to question the company's submission of these and similar charges for billing? GTE's response to question 7 of staff's first set of interrogatories in Docket 941000-TI stated that GTE would take "appropriate action" to prevent unauthorized billing of pay per call charges including contacting the carrier. Furthermore, in response to interrogatory question 4, GTE provided copies of several letters it has already sent to Integretel on this subject. Staff believes GTE should consider terminating its billing arrangement with Integretel since the company appears to have ignored GTE's previous requests that it not submit such pay per call charges for billing.

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